

JAMES BONNER

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After transitioning from a long career in barbering into the IT sector, I am currently working as a Technical Customer Support Executive for NorthRow. I have a passion for IT and computers with a goal of becoming a software developer. I am currently self-funding a Diploma in Full Stack Software Development through the Code Institute, and am seeking a junior software developer role.

WORK EXPERIENCE

MARCH 2023 – PRESENT

TECHNICAL CUSTOMER SUPPORT EXECUTIVE AT NORTHROW, 85 GREAT PORTLAND STREET, FIRST FLOOR, LONDON, W1W7LT

Responsibilities include investigating and testing SAAS-based software issues using dev tools, testing problems with Restful API's using Postman, and identifying failures with our data provider services whilst maintaining accurate documentation. Other duties include supporting customers with their technical needs and issues within the AML sector and managing tickets within SLA.

JUNE 2022 – MARCH 2023

TECHNICAL SUPPORT SPECIALIST AT KERI SYSTEMS INC, BURLINGHAM BUSINESS CENTRE, UNIT 1 MAIN ROAD, NORTH BURLINGHAM, NORWICH NR13 4TA

Responsibilities include managing a busy call queue, working with customers to resolve complex technical issues, recording and managing client issues and bugs using Zoho Desk. Additional responsibilities include working with internal Doors.Net software using SQL, managing client databases and networks, and solving ad-hoc problems for the customer.

SEPTEMBER 2019 – SEPTEMBER 2022

BARBER AT CROPPERS, 5 ST GREGORY'S ALLEY, NORWICH, NR2 1ER

FURTHER EXPANSION OF CLIENTELE AND MAINTAINING HIGH STANDARD OF SERVICE. BUILDING TEAM WORKING COMPETENCY AND IDENTIFYING NEW AREAS OF BUSINESS. ADAPTING TO NEW AND UNCERTAIN SITUATIONS SURROUNDING THE COVID-19 PANDEMIC.

AUGUST 2013 – SEPTEMBER 2019

SENIOR BARBER AT GATSBYS BARBERSHOP, 3 ST BENEDICTS ST, NORWICH, NR2 4PE

RESPONSIBILITIES INCLUDED BUILDING ON SKILLS GAINED FROM PREVIOUS ROLE, EXPANDING CLIENT BASE THROUGH BUILDING RELATIONSHIPS AND ENHANCING PORTFOLIO OF WORK. DUTIES EVENTUALLY

INCLUDED DEPUTIZING WHEN OWNER WAS AWAY AND RUNNING THE SHOP AS THE RESPONSIBLE PERSON IN HIS ABSENCE.

EDUCATION

NOVEMBER 2022 – NOVEMBER 2023

CODE INSTITUTE

DIPLOMA IN FULL STACK SOFTWARE DEVELOPMENT COVERING HTML, CSS, JAVASCRIPT, PYTHON, DJANGO AND REACT

JULY 2009

APPRENTICE, CROP SHOP ACADEMY

- NVQ 2 & 3 Hairdressing
- City & Guilds Key Skills English Level 3 & Mathematics Level 3

SKILLS

- Excellent interpersonal and customer communication.
- High level of organisation and time management.
- Fast learner with capability to pick up new skills quickly.
- Adaptability and flexibility to accommodate changing customer requirements.
- Highly IT literate and confident with computer hardware and software.
- Competent with HTML, CSS, JavaScript and Git.

ACTIVITIES

I am currently working towards a Diploma in Full Stack Software Development in my free time. I also enjoy learning about advances in technology, watching sports, keeping fit and hiking with my dogs in the Mournes.